

Message Text

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ACTION OC-06

INFO OCT-01 AF-10 ISO-00 CCO-00 USPS-01 /018 W
-----077236 210244Z /62

R 200910Z JAN 78
FM AMEMBASSY LAGOS
TO SECSTATE WASHDC 6032
INFO AMEMBASSY ABIDJAN
AMEMBASSY ACCRA
AMEMBASSY BAMAKO
AMEMBASSY BANJUL
AMEMBASSY BISSAU
AMEMBASSY CONAKRY
AMEMBASSY COTONOU
AMEMBASSY DAKAR
AMEMBASSY FREETOWN
AMCONSL IBADAN
AMCONSUL KADUNA
AMEMBASSY LIBREVILLE
AMEMBASSY LOME
AMEMBASSY MONROVIA
AMEMBASSY YAOUNDE

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E.O. 11652: N/A
TAGS: EAIR, APOV
SUBJECT: MAIL SERVICE TO WEST AFRICA AND DEPLORABLE SERVICES OF
PAN AMERICAN

REF: STATE 9396

1. SUMMARY. EMBASSY BELIEVES TWO SERIOUS PROBLEMS EXIST:
POOR MAIL SERVICE IN GENERAL, AND EXTREMELY POOR SERVICE
PROVIDED USG ELEMENTS BY PAN AMERICAN.

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2. A POUCH SERVICE TO THE DEPT IN NOV/DEC 1977 AVERAGED
5.1 DAYS WHEREAS NORMAL HAS ALWAYS BEEN 2.2 OR 2.3 AT THE
MOMENT LAST INVOICE RETURNED IS A-233 DATED 12/31/77;
A-214, 226, 227 AND 231 ARE UNRETURNED TO EMBASSY.
IN ADDITION TO EXCESSIVE TRANSIT TIME DEPT ONWARD
SERVICE VIA USPS REQUIRES MINIMUM 10 DAYS, OFTERN 14.

3. TRANSIT TIME VIA SWISS AIR FROM DEPT TO LAGOS AIRPORT NOW APPEARS TO BE ASSUMING ITS PROPOER SCHEDULE. UNFORTUNATELY HANDLING AT AIRPORT, A RELATIVELY NEW PROBLEM, DEVELOPED OVER PAST 90 DAYS ON THOSE FLIGHTS USING PALLETS FROM DC-10'S ARRIVING DURING HOURS OF DARKNESS. AIRPORT OFFICIALS PERMIT PICKUP OF POUCHES ONLY DURING DAYLIGHT AND WEEKDAYS. A-175 DID ARRIVE ON DEC 30 BUT EVEN THOUGH PICKUP ATTEMPTED DAILY IT WAS NOT RELEASED TILL JAN 4. WE ARE ATTEMPTING TO CLARIFY THIS SITUATION.

4. RESULT IS THAT PERSONNEL UNABLE TO DEPEND ON MAIL SERVICE AND SERIOUS PROBLEMS RESULT. CHARGE ACCOUNTS ARE BEING CANCELLED, PREMIUMS AND FINES BEING PAID BECAUSE OF LATE ARRIVING TAX PAYMENTS, ETC. AIR POUCH SERVICE TO LAGOS, NOT AN ISOLATED CITY, IS THE WORST MOST OF US HAVE EVER EXPERIENCED INTHE FOREIGN SERVICE.

5. WHEN ONE COMBINES THE EXPERIENCES OF LAGOS WITH THE COMMENTS CONTAINED IN BANJUL 0034, BISSAU 0028, CONAKRY 0075, COTONOU 0031 AND MONROVIA 0211, IT APPEARS TO US THAT PAN AMERICAN'S PERFORMANCE IS CONSPICUOUSLY BELOW STANDARD. WE BELIEVE THAT FORCEFUL REPRESENTATIONS BY THE DEPT TO PANAM ARE ESSENTIAL AND THAT THESE PROBLEMS SHOULD BE BROUGHT TO THE ATTENTION OF CONGRESS AT A HIGH LEVEL IF THERE IS NO IMPROVEMENT IN THE NEAR FUTURE.

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EASUM

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NNN

Message Attributes

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Draft Date: 20 jan 1978
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